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owed to a PHA, or amounts paid to an owner by a PHA. (The PHA, at its discretion, may offer a family the opportunity to enter an agreement to pay amounts owed to a PHA or amounts paid to an owner by a PHA. The PHA may prescribe the terms of the agreement.)

(viii) If a family participating in the FSS program fails to comply, without good cause, with the family's FSS contract of participation.

- (ix) If the family has engaged in or threatened abusive or violent behavior toward PHA personnel.
- (x) If a welfare-to-work (WTW) family fails, willfully and persistently, to fulfill its obligations under the welfare-to-work voucher program.
- (2) PHA discretion to consider circumstances. In determining whether to deny admission or terminate assistance because of action or failure to act by members of the family:
- (i) The PHA has discretion to consider all of the circumstances in each case, including the seriousness of the case, the extent of participation or culpability of individual family members, mitigating circumstances related to the disability of a family member, and the effects of denial or termination of assistance on other family members who were not involved in the action or failure.
- (ii) The PHA may impose, as a condition of continued assistance for other family members, a requirement that other family members who participated in or were culpable for the action or failure will not reside in the unit. The PHA may permit the other members of a participant family to continue receiving assistance.
- (iii) If the family includes a person with disabilities, the PHA decision concerning such action is subject to consideration of reasonable accommodation in accordance with part 8 of this title.
- (d) *Information for family.* The PHA must give the family a written description of:
- (1) Family obligations under the program.
- (2) The grounds on which the PHA may deny or terminate assistance because of family action or failure to act.

- (3) The PHA informal hearing procedures.
- (e) Applicant screening. The PHA may at any time deny program assistance for an applicant in accordance with the PHA policy, as stated in the PHA administrative plan, on screening of applicants for family behavior or suitability for tenancy.

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§ 982.553 Crime by family members.

- (a) At any time, the PHA may deny assistance to an applicant, or terminate assistance to a participant family if any member of the family commits:
 - (1) Drug-related criminal activity; or
 - (2) Violent criminal activity.
- (b) If the PHA seeks to deny or terminate assistance because of illegal use, or possession for personal use, of a controlled substance, such use or possession must have occurred within one year before the date that the PHA provides notice to the family of the PHA determination to deny or terminate assistance. The PHA may not deny or terminate assistance for such use or possession by a family member, if the family member can demonstrate that he or she:
- (1) Has an addiction to a controlled substance, has a record of such an impairment, or is regarded as having such an impairment; and
- (2) Is recovering, or has recovered from, such addiction and does not currently use or possess controlled substances. The PHA may require a family member who has engaged in the illegal use of drugs to submit evidence of participation in, or successful completion of, a treatment program as a condition to being allowed to reside in the unit.
- (c) Evidence of criminal activity. In determining whether to deny or terminate assistance based on drug-related criminal activity or violent criminal activity, the PHA may deny or terminate assistance if the preponderance of

evidence indicates that a family member has engaged in such activity, regardless of whether the family member has been arrested or convicted.

§ 982.554 Informal review for applicant.

- (a) Notice to applicant. The PHA must give an applicant for participation prompt notice of a decision denying assistance to the applicant. The notice must contain a brief statement of the reasons for the PHA decision. The notice must also state that the applicant may request an informal review of the decision and must describe how to obtain the informal review.
- (b) Informal review process. The PHA must give an applicant an opportunity for an informal review of the PHA decision denying assistance to the applicant. The administrative plan must state the PHA procedures for conducting an informal review. The PHA review procedures must comply with the following:
- (1) The review may be conducted by any person or persons designated by the PHA, other than a person who made or approved the decision under review or a subordinate of this person.
- (2) The applicant must be given an opportunity to present written or oral objections to the PHA decision.
- (3) The PHA must notify the applicant of the PHA final decision after the informal review, including a brief statement of the reasons for the final decision.
- (c) When informal review is not required. The PHA is not required to provide the applicant an opportunity for an informal review for any of the following:
- (1) Discretionary administrative determinations by the PHA.
- (2) General policy issues or class grievances.
- (3) A determination of the family unit size under the PHA subsidy standards.
- (4) An PHA determination not to approve an extension or suspension of a voucher term.
- (5) A PHA determination not to grant approval of the tenancy.
- (6) An PHA determination that a unit selected by the applicant is not in compliance with HQS.

- (7) An PHA determination that the unit is not in accordance with HQS because of the family size or composition.
- (d) Restrictions on assistance for noncitizens. The informal hearing provisions for the denial of assistance on the basis of ineligible immigration status are contained in 24 CFR part 5.

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§ 982.555 Informal hearing for participant.

- (a) When hearing is required.—(1) a PHA must give a participant family an opportunity for an informal hearing to consider whether the following PHA decisions relating to the individual circumstances of a participant family are in accordance with the law, HUD regulations and PHA policies:
- (i) A determination of the family's annual or adjusted income, and the use of such income to compute the housing assistance payment.
- (ii) A determination of the appropriate utility allowance (if any) for tenant-paid utilities from the PHA utility allowance schedule.
- (iii) A determination of the family unit size under the PHA subsidy standards.
- (iv) A determination that a certificate program family is residing in a unit with a larger number of bedrooms than appropriate for the family unit size under the PHA subsidy standards, or the PHA determination to deny the family's request for an exception from the standards.
- (v) A determination to terminate assistance for a participant family because of the family's action or failure to act (see § 982.552).
- (vi) A determination to terminate assistance because the participant family has been absent from the assisted unit for longer than the maximum period permitted under PHA policy and HUD rules.
- (2) In the cases described in paragraphs (a)(1) (iv), (v) and (vi) of this section, the PHA must give the opportunity for an informal hearing before the PHA terminates housing assistance